

Automation

Service Name: Shared Use Servers (H) and Public (P) Drive space

1. Service Description: Shared use servers are available to all tenants as a way of providing additional storage space that does not take up the desktop hard drive space and can be used as a way to save documents, files into folders, or e-mail and not have it counted against their active e-mail space allocation.

2. DOIM Responsibilities: The Fort Detrick DOIM provides this server-hosting support, called Shared Use Servers.

- a. Every user who subscribes to the service will be provided 1 GB of storage designated as their Home drive (H) and unlimited space for use as their Public drive (P).
- b. The DOIM provides the server hardware, software, and operating system.
- c. The DOIM will monitor and support these shared use servers on a 7 x 24 basis and have on-site staff in the event of an outage. The only planned outage of these servers in this service offering is during scheduled maintenance, which is performed within the window of 8:00 a.m.-12:00 p.m. (noon) EST on Sundays.
- d. If any critical requirements force an immediate, unscheduled downtime, the DOIM staff will notify the DOIM Help Desk so users can query the Help desk if they experience issues or problems.
- e. These servers are maintained by the DOIM to be fully compliant with all DOD IA requirements.

3. Service Level Metrics: The DOIM staff will keep this service unavailable for as short a time as possible. In all cases, the goal is 98% availability during the scheduled available times.

4. Pricing/Billing Information: The charge for this service is based on the number of user accounts on the shared use servers. The base cost covers the initial 1G of storage. If any users file space exceeds this 1G, they will be charged on a “per 10 Mb” for all space over the base amount.

5. Customer Responsibilities:

- a. It is imperative that the Tenant organization notify the DOIM (via the help desk e-mail) when any employee leaves their organization so all data placed on the servers.
- b. To request a data transfer, please contact the help desk. Please allow 48 hours (2 days) for the transfer to be completed. If a data restore is required, contact the help desk to request that and allow 24 hours for the data to be restored.

6. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM). If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: usagdoimhelpdesk@amedd.army.mil.